



CONGRESS OF THE UNITED STATES  
HOUSE OF REPRESENTATIVES  
WASHINGTON, D.C. 20515

July 23, 2018

The Honorable Megan Brennan  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza  
Washington, D.C., 20260

Dear Postmaster Brennan,

Thank you for taking time from your busy schedule to meet with me and other Members of the New York City mission delegation. I write to you today to raise concerns that I have received from my constituents regarding the performance of the United States Postal Service ("Postal Service") in New York's 13<sup>th</sup> congressional district. Additionally, I am submitting a report that my staff put together, which covers the challenges facing the Post Offices in the Manhattan portion of the 13<sup>th</sup> congressional district.

While the Postal Service is crucial in providing many critical and time sensitive services, my staff in New York City in Manhattan and the Bronx have continuously received complaints regarding the institution. With consistency in volume and measure, the complaints I have received directly related to the Postal Service are reflected as follows:

1. The long length of wait times at Post Offices; and
2. Problems with mailbox infrastructure; and
3. Lack of security with regards to the integrity of the mail they send and receive.

To address the concerns of my constituents, my office reached out to Postal Service leadership to arrange a meeting that occurred on July 9<sup>th</sup>, 2018. Unfortunately, absent from the meeting was Ms. Lorraine Castellano (NY District Manager) to whom an invitation was sent, received, and returned with confirmation of her attendance. I am disappointed at the disingenuous nature of Ms. Castellano's lack of active cooperation as expressed by her nonattendance and communication. Vigorous attempts have been made to solve the myriad of issues on our end as a federal representative office, but our concerns lie with the lack of urgency from the Postal Service.

Notwithstanding Ms. Castellano's absence, many of the initiatives described and discussed pertain to mailbox infrastructure. Specifically, to install parcel lockers in NYCHA residential complexes. These efforts may alleviate some of my constituents' troubles with the Postal Services, but they are nowhere near enough -- my constituents deserve better.

In addition to the documented problems with mail integrity and patron wait times described above, there remain outstanding issues. My district is 48.8% Hispanic, and 49.1% Spanish-speaking; in the communities of Washington Heights, Inwood, and the Bronx, there is a pressing need for more postal employees, particularly Spanish speakers to best serve the local communities – after numerous inquiries on the part of my staff to yours, the continued absence of Spanish-speaking services for my constituents is unacceptable. Furthermore, Postal Service literature needs to be translated into Spanish, to ensure all my constituents can properly and successfully utilize the services the Post Office provides. These are common sense-solutions that I believe can be deployed immediately and in an effective nature.

Continually, long-term issues remain unresolved, specifically the conduct and services of Postal Service employees at the Inwood/Vermilyea Post Office as they pertain to my constituents. My office has received numerous and explicit complaints that employees consistently close their windows even when as many as 30 or more people are waiting to be served. My constituents and I have other, more specific local concerns which also need addressing, which will hopefully be on the agenda of further meetings between Post Office officials and my staff.

I am determined to work together in a constructive relationship that will yield fruitful outcomes. However, it is imperative that Ms. Castellano and I have a meeting to further discuss how to resolve USPS service issues in this district. I appreciate the work and commitment of the Postal Service in New York City and while the July 9<sup>th</sup>, 2018 meeting is a step in the right direction, I expect continued movement on this issue.

Sincerely,

A handwritten signature in black ink, appearing to read 'Adriano Espaillat', with a stylized flourish at the end.

Adriano Espaillat  
Member of Congress  
New York's 13<sup>th</sup> Congressional District